

Department of the Army
Headquarters, U.S.
Joint Munitions Command
1 Rock Island Arsenal
Rock Island, IL 61299-6000

*JMC Regulation 690-4

9 MAY 2007

Civilian Personnel

CASUALTY NOTIFICATION

Applicability. This regulation applies to all US Joint Munitions Command (JMC) headquarters (HQ) organizations and installations.

Supplementation. Supplementation of this regulation is authorized. Please send one copy to the proponent.

Proponent. The G-1, Asst Chief of Staff for Human Resource Management, is the proponent. Users may send comments and recommendations to AMSJM-HR, HQ JMC, 1 Rock Island Arsenal, Rock Island, IL 61299-6000; e-mail: rock-amsjm-hrc@conus.army.mil.

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FOR THE COMMANDER:



ALAN D. BRAITHWAITE
Colonel, US Army
Chief of Staff

Contents	Paragraph	Page
Purpose -----	1	2
Terms and Abbreviations -----	2	2
Responsibilities -----	3	3
Procedures -----	4	4
Appendix A1 Casualty Information Flow: Military		11
Appendix A2 Casualty Information Flow: Civilian		12
Appendix A3 Casualty Information Flow: Contractor		13
Appendix B. Unit (Close Hold) Casualty Information Flow		14

Appendix C. JMC Form 690-11, Casualty Feeder/Witness Report -----	15
Appendix D. JMC Form 690-12, Notification Worksheet ---	16
Appendix E. JMC Form 690-13, Record of Casualty	
Notification Actions -----	18
Glossary -----	19
References -----	20

1. Purpose. This regulation provides procedures and responsibilities for notification of appropriate command officials and official notification of the Next of Kin (NOK) in the event an active duty soldier, reservist on active duty for training, civilian employee, or deployed contractor becomes a casualty. This also contains procedures for non-HQ JMC employees, visitors, and contractors performing work for JMC.

2. Terms and Abbreviations. Terms are listed below; abbreviations are listed at the end of this regulation in the glossary.

a. Casualty. For purposes of this regulation, an employee, military, civilian, or deployed contractor who has been declared dead, injured, seriously ill (i.e., life-threatening illness such as heart attack, stroke, aneurism, etc.), or missing. Civilian casualties fall into the following categories:

(1) An employee paid from appropriated funds that becomes a casualty during travel status or temporary duty (TDY) within the 50 States and the District of Columbia or who becomes a casualty while assigned, deployed, or TDY outside the 50 States and the District of Columbia.

(2) An employee paid from non-appropriated funds (NAF) that becomes a casualty while assigned to HQ JMC.

(3) A contractor employee who becomes a casualty while performing work for HQ JMC either on an installation/activity or who is deployed in support of HQ JMC operations.

(4) A visitor who is not employed by HQ JMC but who becomes a casualty while visiting a HQ JMC installation/activity.

b. Active Duty Soldier. All soldiers, regardless of component, who are in an active duty status (i.e., active component, Army Reserve, or Army National Guard on active duty for training, Active Guard and Reserve, mobilized, etc.).

c. Casualty Area Command (CAC). The command assigned responsibility for the area in which the casualty occurs or the area in which the next of kin resides.

d. US Army Human Resources Command (HRC) Casualty and Memorial Affairs Operations Center (CMAOC). The casualty program is an administrative function, which ensures that all reportable casualties are accountable, reported, and documented. This function is accomplished by CACs located worldwide, which are under the technical supervision of the Casualty Operations Center (COC) of the CMAOC, HRC.

e. Primary Next of Kin (PNOK). The person most closely related to the casualty for casualty notification and assistance purposes. This is normally the spouse of married persons and the parents of single individuals who have no children.

f. Secondary Next of Kin (SNOK). Any next of kin (NOK) not the PNOK.

g. In-Person Notification. The Secretary of the Army has directed in-person notification for all deceased and missing casualties (AR 600-8-1, paragraph 5-2a and b). The type of notification to NOK of injured or seriously ill casualties is determined on a case-by-case basis. When NOK reside in Illinois, the Fort Leonard Wood, Missouri (FTLWMO) CAC will provide appropriate guidance when relaying casualty information to Rock Island Arsenal (RIA). When NOK reside in Iowa, the Fort Leavenworth, Kansas CAC will provide appropriate guidance when relaying casualty information to RIA. IAW AR 600-8-1, NOK notification will be accomplished between the hours of 0600 and 2200 and within 4 hours of the DA CMAOC issuing the casualty message to the respective CAC.

3. Responsibilities.

a. The JMC G-1 (AMSJM-HR) is responsible for ensuring that all Casualty Notification Officers (CNOs) and Casualty Assistance Officers (CAOs) will be trained to execute their duties, either in a classroom setting, on-line, or via CAC

training video, as prescribed by AR 600-8-1; Army Casualty Program (see MilPer message number 06-317, AHRC-PEZ, Implementing Guidance for New Army Casualty Notification And Assistance Officer Training Modules) for training requirements.

b. Military casualties. The JMC Operations Officer maintains a DA Form 6 (Duty Roster) of eligible CAOs in the rank of Sergeant First Class and above, based upon input from RIA personnel. CAOs are subject for detail to a case by AMSJM-HR during a predetermined (usually week-long) window, which they rotate through IAW the DA Form 6. The cases are assigned to RIA by the respective CAC for RIA and non-RIA stationed soldiers.

c. Civilian casualties. The employee's director/staff office chief will assign a CAO from their directorate/office to the PNOK IAW AR 600-8-1 and publication General Benefits Information for the Casualty Assistance Officer, 24 Oct 06. The CAO will, with the assistance of the servicing Civilian Personnel Advisory Center (CPAC), assist the PNOK with processing all survivor benefits forms with the Army Benefits Center.

4. Procedures.

a. Information Flow. It must be clearly understood that there are two communication processes; the official notification chain and the informational chain. Personnel involved with these processes must ensure nothing interferes with official notification and that it is handled expeditiously, professionally and with the utmost dignity to the Families of the NOK.

b. Process for Military Casualty NOK Notification (see Appendix A1):

(1) The official notification process: The respective CAC notifies the installation that RIA personnel have been tasked to make NOK notification. In the event that it becomes necessary that a JMC officer is required to make a notification, the JMC EOC will be immediately notified. Refer to appendix A1 for diagramed chart detailing all communication flow. Upon completion of receipt of a military casualty notification message, the JMC EOC will phone the FTLWMO (NOK in Illinois)/ Ft Leavenworth CAC (NOK in Iowa) to verify they originated

the message. The JMC EOC Casualty Operator will contact the on-call CNO and the command chaplain at (309) 782-0910/0911 (DSN 793-0910/0911), and advise them to report to the JMC EOC and provide a copy of the JMC Form 690-12 (Notification Worksheet) (Appendix D) which respective CAC uses to relay casualty information.

(2) In the event that the casualty is injured (not deceased) the Command Surgeon will gain and maintain contact with appropriate medical command personnel to gather and report most current information to the EOC.

(a) It is extremely important that the JMC EOC carefully document all information on the JMC Form 690-12 as received and complete as much additional information as possible for the CNO. Refer to Guide for the CNO, 24 Oct 06, for specific instructions on how to prepare the notification officer for his/her duties. The JMC EOC representative receiving the casualty report will read all information back to the caller to ensure correctness.

(b) After the CNO is briefed, receives the partially completed JMC Form 690-12 from the EOC POC, phones the respective CAC for amplifying instructions, and conducts link-up with the chaplain, he/she will then make NOK notification. During the notification visit, it is imperative that the CNO confirm the NOK's mailing address and phone number listed on the JMC Form 690-12 is complete, accurate, and valid for the next 45 days.

(c) After returning from NOK notification, the CNO will immediately submit the completed JMC Form 690-12 (Appendix D) and JMC Form 690-13 (Record of Casualty Notification Actions) (Appendix E) to the JMC EOC. The CNO will personally phone the respective CAC to report NOK notification completion and receive any additional instructions.

(d) The JMC EOC will datafax copies of the completed JMC Form 690-12 and JMC Form 690-13 immediately to the respective CAC (see numbers on Appendix A1), and report notification completion to respective CAC after the notification officer's return. Time is of the essence. Ensure the information is accurate.

(3) The informational notification process: Once the official notification process has been initiated for a soldier, the JMC Operations Center will immediately notify the HQ JMC

Chief of Staff, (309) 782-4311 (DSN 793-4311). The command group will prepare and send a letter of sympathy, condolence, or concern to the PNOK (refer to AR 600-8-1 to determine which type letter is appropriate.)

(4) AFTER confirmation of NOK notification with DA CMAOC by the JMC G-1 (via the AMC G-1), if the soldier in question was assigned to JMC, the JMC Operations Center will notify the following personnel:

- (a) The soldier's director/staff office chief.
- (b) The HQ JMC Public Affairs Officer.
- (c) The HQ JMC Asst Chief of Staff for Force Protection, G-2.
- (d) The Provost Marshall Office.
- (e) The HQ JMC Safety/Radioactive Waste Directorate.
- (f) The HQ JMC Asst Chief of Staff for Human Resource Management.

c. Process for Deployed Civilian Casualty NOK Notification (also see Appendix A2):

(1) The respective CAC will notify the local CPAC to make official NOK notification process. Official notification for employees not duty stationed at RIA will be provided to the servicing organization. When they receive notification of a civilian casualty, they will immediately call back the reporting organization to verify the report. This is a precaution to ensure no misunderstanding or misinformation occurs. If casualty notification is received after normal duty hours, IAW DODI 1400.32 (para 6.1.9) the CAC will notify the JMC EOC. The JMC EOC will make after hours contact with the local CPAC.

(2) In the event that the casualty is injured (not deceased), the Command Surgeon will gain and maintain contact with appropriate medical command personnel to gather and report most current information to the EOC.

(3) If the casualty is a JMC employee, the CPAC representative will contact the JMC EOC and advise them of the casualty and to which organization the individual(s) belongs. Please note that RIA CPAC is the servicing CPAC for the Iowa

Army Ammunition Plant (IAAP) and Crane Army Ammunition Activity (CAAA). The respective CAC for NOK in Illinois and NW Missouri is at FTLWMO; the respective CAC for NOK in Iowa (IAAP) and NE Missouri is Ft Leavenworth; the respective CAC for NOK in Indiana (CAAA) is Ft Knox. In the event that the employee was assigned to a unit other than at RIA location (IAAP or CAAA), the JMC EOC shall coordinate with the local CPAC and the JMC command (IAAP or CAAA) to ensure the respective command executes notification IAW their own procedures and/or local regulation. In the event that any JMC organization located other than RIA becomes aware of a casualty, a serious incident report (SIR) shall be generated and immediately forwarded to the JMC EOC. The JMC EOC will document all information on the JMC Form 690-12 (Appendix D) as received from the CPAC, and will complete as much information as possible for the CNO. Refer to Guide for the CNO, 24 Oct 06, for specific instructions on how to prepare the notification officer for his/her duties. The JMC EOC representative receiving the JMC Form 690-11 (Casualty Feeder/Witness Report) (Appendix C) will read all information back to the caller to ensure correctness.

(4) The CPAC will then contact the respective senior civilian supervisor to serve as the CNO. At the discretion of the CPAC director, a CPAC representative may accompany the CNO on the notification of NOK. The CNO will immediately contact the JMC EOC Desk in the Operations Center, (309) 782-7270/0223/6321) and the JMC Chaplain. During the visit, the CNO must confirm with the NOK that their mailing address (on JMC Form 690-12 (Appendix D)) is complete, accurate, and valid for the next 45 days. The CNO will have the Chaplain accompany them on this mission and will comply with the following guidelines upon their return:

(a) After returning from NOK notification, the CNO will immediately submit the completed JMC Forms 690-12 (Appendix D) and JMC Form 690-13 (Appendix E) to the JMC EOC. The CNO will personally phone the respective CAC to report NOK notification completion and receive any additional instructions.

(b) The JMC EOC will datafax copies of the completed JMC Form 690-12 and JMC Form 690-13 immediately to the respective CAC and report notification completion to CAC after the notification officer's return. Time is of the essence, as is ensuring the information is accurate.

(5) If the casualty is not an RIA JMC employee, but their NOK resides in the local area, the servicing CPAC may be requested to effect Casualty Notification and Assistance independent of JMC.

(6) The informational notification process: Once NOK notification process has been initiated, for HQ JMC employees, the JMC EOC will immediately notify the HQ JMC Chief of Staff. The command group will prepare and send a letter of sympathy, condolence, or concern to the PNOK (refer to AR 600-8-1 to determine which type letter is appropriate.)

(7) After confirmation of NOK notification with DA CMAOC by the JMC G-1 (via the AMC G-1), the JMC EOC will notify the following personnel:

(a) The employee's director/staff office chief. A representative from their office will have already provided the notification to the NOK but that information is treated as CLOSE HOLD until that mission has been completed.

(b) The HQ JMC Public Affairs Officer.

(c) The HQ JMC Asst Chief of Staff for Force Protection, G-2.

(d) The Provost Marshal Office.

(e) The HQ JMC Safety/Radioactive Waste Directorate.

(f) The HQ JMC Asst Chief of Staff for Human Resource Management, G-1.

(g) The HQ JMC Command Chaplain.

d. Process for non-Deployed Civilian Casualty NOK Notification: from the point that the respective CAC contacts the local RIA CPAC, the information flow is the same. The key difference will likely be that there is no deployed unit from which the EOC will receive a SIR. Close coordination and reciprocal communication between local CPAC and JMC EOC is essential to ensuring that the command is kept abreast of the situation. Other than the lack of SIR from a deployed unit, the information flow for non-deployed civilians shall follow the

same flow as it would for deployed civilians. Additionally, in the event that the casualty is injured (not deceased), the Command Surgeon will gain and maintain contact with appropriate medical command personnel to gather and report most current information to the EOC.

e. Notification Procedures for non-deployed contractors and visitors (see appendix A3). Notification procedures for casualties involving contractors performing work for HQ JMC or for visitors will vary depending on the specific circumstances of each situation. However, the notification process will be initiated either by the organization being visited or by the organization for which the contractor is performing work. The organization will:

- (1) Notify the local provost marshal/security officer who will determine if a SIR should be prepared and submitted.

- (2) Notify the HQ JMC EOC and determine other levels of appropriate notification (e.g., local commander, major command). The appropriate level of notification may be different depending on the specific situation (capacity of contractor supervisory personnel to obtain and report casualty information) of the deceased contractor or visitor.

- (3) Determine whether further action may be required. This might include the preparation of a letter of condolence for signature by an appropriate official (e.g., local commander, senior official of the organization)

e. Process for Deployed Contractor Casualty NOK Notification (refer to Appendix A):

- (1) Casualty notification procedures for deployed contractors (under JMC contract period of performance) will be handled IAW the DA Message DALO-PLS (G-4) 161410Z Jan 03, subject: Army Contractor Personnel Accounting) as depicted in Appendix A3.

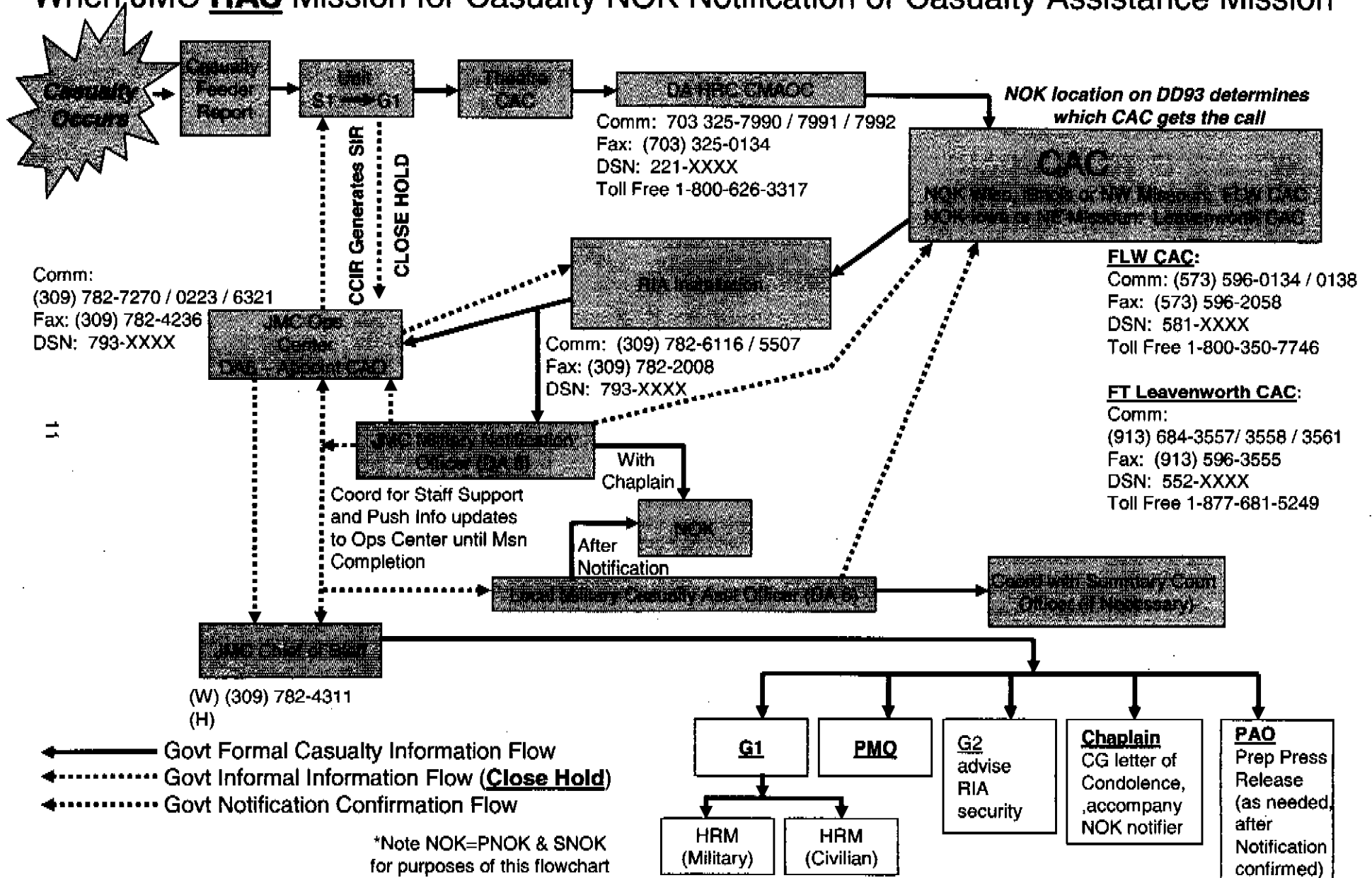
- (2) The DA CMAOC will notify the Cognizant Contracting Officer (CCO), who will, in turn, notify the firm contracted. The contracting firm will effect NOK notification then advise the CCO who will advise the CMAOC and JMC of NOK notification.

f. Unit (Close-Hold) Casualty Information Flow (refer to Appendix B). This information flow pertains to CNO/CAO missions for which JMC does not have the mission. This type of

information can arrive at HQ JMC from a variety of sources. It is essential that information received outside the official notification channel (DA HRC CMAOC) be reported immediately to the JMC EOC for reporting/confirmation through respective CAC to DA HRC CMAOC. UNDER NO CIRCUMSTANCE WILL ANY NOK BE CONTACTED BY A MEMBER OF THIS COMMAND PRIOR TO OFFICIAL NOTIFICATION BY THE CNO.

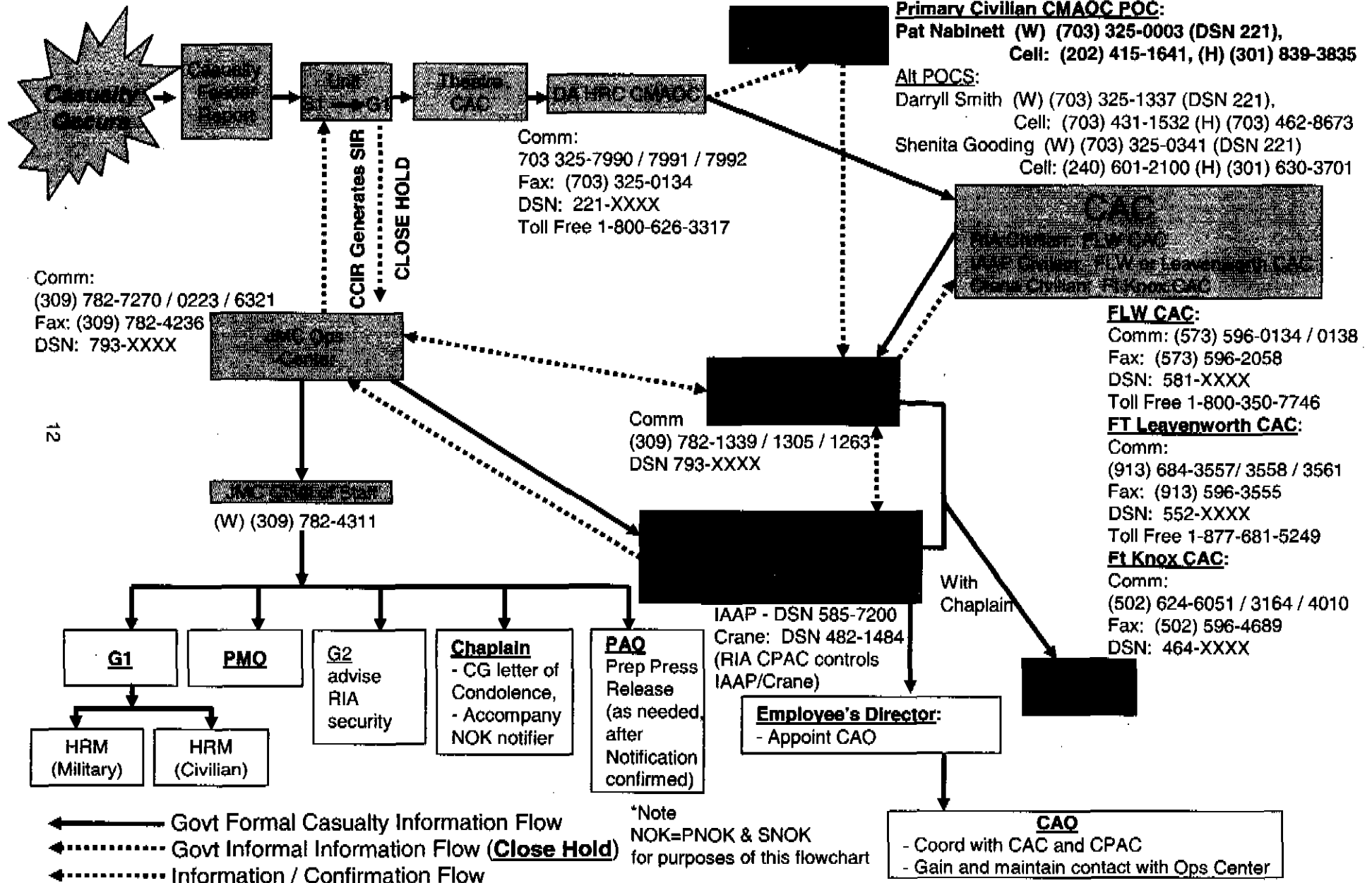
Information Flow for Military Battlefield Casualty

When JMC **HAS** Mission for Casualty NOK Notification or Casualty Assistance Mission



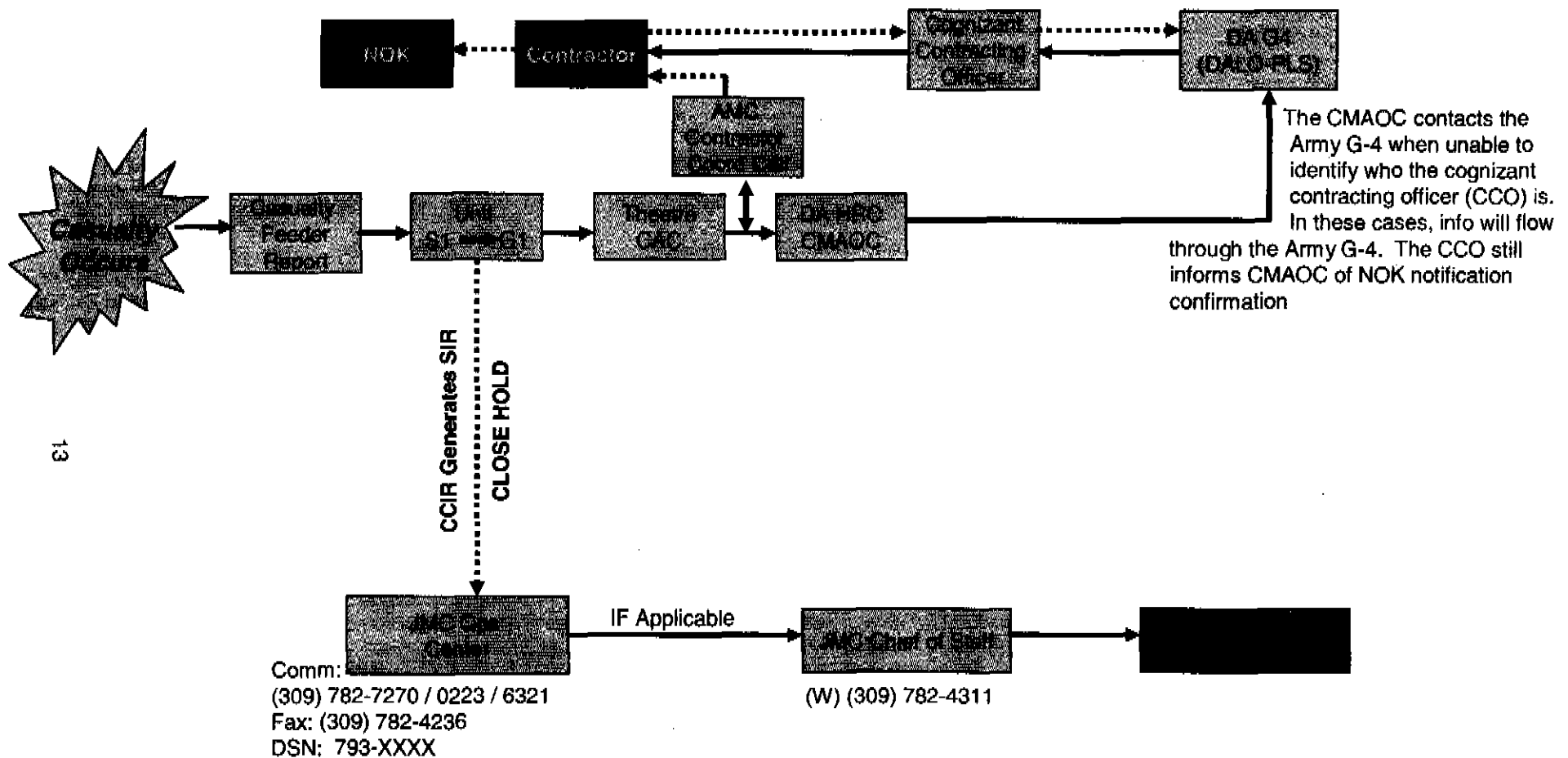
Information Flow for DÄ Civilian Battlefield Casualty

When JMC **HAS** Mission for Casualty NOK Notification or Casualty Assistance Mission



Appendix A3

Information Flow for Contractor Battlefield Casualty When Cognizant Contracting Officer IS Involved in Mission for Casualty NOK Notification or Casualty Assistance Mission

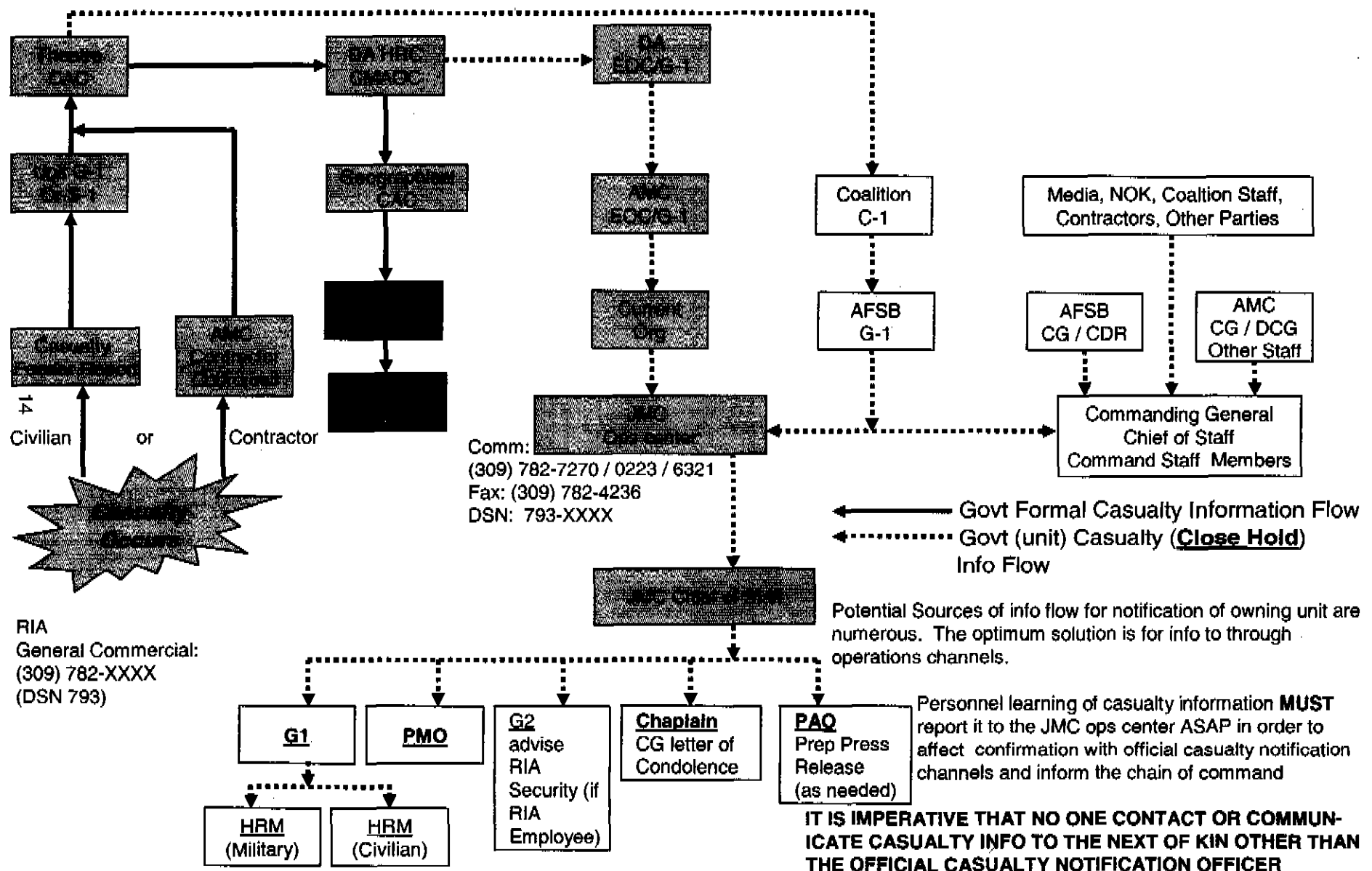


- ← Govt Formal Casualty Information Flow
- ← Govt Informal Information Flow (**Close Hold**)
- ← Govt Cmd Information / Confirmation Flow
- ← - - - Contractor Information Flow

*Note NOK=PNOK & SNOK for purposes of this flowchart

CLOSE HOLD Information Flow

When JMC **DOES NOT HAVE** NOK Notification or Casualty Assistance Mission



CASUALTY FEEDER/WITNESS REPORT

JMCR 690-4

Item 1. CASUALTY REPORT TYPE (check one):

- ☐ **INIT** Initial: First report submitted on a person involved in a single casualty incident.
- ☐ **STACH** Status Change: Definite change in person's status from wounded, injured, ill, deceased; or missing to deceased.
- ☐ **SUPP** Supplemental: Provide additional or corrected information to an INIT report.
- ☐ **PROG** Progress: Report medical progress of hospitalized wounded, injured, or ill personnel.

Item 2. TYPE OF CASUALTY (check one):

- ☐ **HOSTILE** Person who is the victim of a terrorist activity or becomes a casualty in action.
- ☐ **NONHOSTILE** Person who becomes a casualty due to circumstances not directly attributable to hostile or terrorist activity.

Item 3. CASUALTY STATUS (check one):

- ☐ **DECEASED** ☐ **SI** Seriously injured, wounded or ill
- ☐ **MIA** Missing in Action ☐ **VSI** Very seriously injured, wounded or ill
- ☐ **NSI** Not seriously injured, wounded or ill

Item 7. CATEGORY OF INDIVIDUAL (check one):

- ☐ **CIVILIAN** ☐ **MILITARY** ☐ **DEPENDENT** ☐ **FOREIGN NATL**
- ☐ **FAMILY MEMBER** ☐ **RETIRED** ☐ **RETIRED DEPENDENT** ☐ **CONTRACTOR**

Item 8. SOCIAL SECURITY NUMBER (SSN):

Item 9. NAME (Last/First/Middle/Suffix (Jr, Sr, III, etc.)):

Item 12. RANK (Military or Civilian Rank):

Item 14. UNIT OF ASSIGNMENT (Organization name with UIC, installation name, state, zip code):

Item 36. DATE/TIME (YYYYMMDD/HHMM):

Item 39. CIRCUMSTANCES (report facts & as much information as possible):

Item 40. INFLECTING FORCE (check one):

- ☐ **AMIGO** (Allied Forces) ☐ **ENEMY** (Enemy Forces)
- ☐ **BUDDY** (U.S. Forces) ☐ **UNK** (Unkown)

NOTIFICATION WORKSHEET

(JMCR 690-4)

PART A. INFORMATION ON DECEASED

1. DATE & TIME OF NOTIFICATION

2. PLACE OF NOTIFICATION (street, city, state, zip):

3. NAME OF DECEASED (last/first/middle/suffix (Jr, Sr, III, etc.)):

4. GRADE & SOCIAL SECURITY NUMBER (SSN) OF DECEASED:

5. ORGANIZATION & STATION OF DECEASED (unit, station, city, state, zip):

6. DATE OF BIRTH (YYYY/MM/DD):

PLACE OF BIRTH (city, state, county):

DATE OF DEATH (YYYY/MM/DD):

PLACE OF DEATH (city, state, county):

7. CIRCUMSTANCES:

PART B. INFORMATION ON PRIMARY NEXT OF KIN (PNOK)

8. NAME & SSN of PNOK (last/first/middle/suffix (Jr, Sr, III, etc.)):

9. RELATIONSHIP OF NOK (mother, father, etc.):

IF PARENT, DATE OF MARRIAGE (YYYY/MM/DD):

DATE OF DIVORCE (YYYY/MM/DD):

10. NOK DATE OF BIRTH (YYYY/MM/DD):

11. NOK TELEPHONE NUMBER:

12. CONFIRM 45-DAY ADDRESS (street, city, state, zip):

PART C. INFORMATION ON SECONDARY NEXT OF KIN (SNOK)

13. NAME & SSN of SNOK (last/first/middle/suffix (Jr, Sr, III, etc.)):

14. RELATIONSHIP OF SNOK (mother, father, etc.):

IF PARENT, DATE OF MARRIAGE (YYYY/MM/DD):

DATE OF DIVORCE (YYYY/MM/DD):

15. SNOK DATE OF BIRTH (YYYY/MM/DD):

16. SNOK TELEPHONE NUMBER:

17. CONFIRM 45-DAY ADDRESS (street, city, state, zip):

PART D. INFORMATION ON CHILDREN

18. NAMES OF CHILDREN* & DATES OF BIRTH (Last/First/Middle & YYYY/MM/DD):

***Note:** If children are residing with other than the PNOK, note in-care-of with the full name and address of the NOK

19. DIVORCE INVOLVED: ☐ YES ☐ NO

DIVORCE CONCERNS:

20. The Casualty Assistance Officer (CAO) will collect the necessary

List any questions the NOK may have (give this information to the Casualty Operations Office and CAO):

Ensure to relay the following information to PNOK prior to departure:

- A mailgram will be sent to verify the information you have just provided them.
- A CAO will contact them within 24 hours and arrange for a personal visit at their convenience (PNOK only).

After departure from the residence:

- Immediately call the CAC Casualty Operations Office (800) 350-7746 or commercial (573) 596-0134/0138 to relay that notification is complete. Advise the Casualty Operations Office of any problems if NOK of kin cannot be contacted within 4 hours after you were assigned notification duty.
- Immediately provide worksheet information to the Casualty Operations Office upon return to your station.

Note:

21. Were any health problems noted with the PNOK or SNOK? ☐ YES ☐ NO

(if yes, provide brief description of problems):

22. Were there any language barriers with the NOK? ☐ YES ☐ NO

Principle Language:

23. Other comments:

(JMCRA 690-4)

[illegible]

Glossary

DA	Department of the Army
CAAA	Crane Army Ammunition Activity
CAC	Casualty Area Command
CAO	Casualty Assistance Officers
CCO	Cognizant Contracting Officer
CMAOC	Casualty and Memorial Affairs Operations Center
CNO	Casualty Notification Officers
COC	Casualty Operations Center
CPAC	Civilian Personnel Advisory Center
EOC	Emergency Operations Center
FTLWMO	Fort Leonard Wood, Missouri
JMC	Joint Munitions Command
HRC	Human Resources Command (Department of Army)
IAAAP	Iowa Army Ammunition Plant
IAW	in accordance with
NAF	Non-appropriated Fund
NOK	Next of Kin
PAM	Pamphlet
HRC	US Army Total Army Personnel Command
PNOK	Primary Next of Kin
POC	Point of Contact
RIA	Rock Island Arsenal
SIR	Serious Incident Report
SNOK	Secondary Next of Kin
TDY	Temporary Duty Travel

References

1. AR 600-8-1, Army Casualty Program.
2. DoDI 1400.31, DoD Civilian Workforce Contingency and Emergency Planning Guidelines.
3. Message, DALO-PLS, 161410Z Jan 03, subject: Army Contractor Personnel Accounting.
4. Memorandum, Army Materiel Command, AMCPE-C, 09 Mar 07, subject: Casualty Notification Procedures.
5. Fort Leonard Wood Casualty Area Command: Guide for the Casualty Notification Officer, 24 Oct 06,
<http://www.jmc.army.mil/jmc%5Frecman/listings.aspx?p=5&t=Links%20of%20Interest&f=1>.
6. Fort Leonard Wood Casualty Area Command: General and Benefits Information for the Casualty Assistance Officer, 24 Oct 06,
<http://www.jmc.army.mil/jmc%5Frecman/listings.aspx?p=5&t=Links%20of%20Interest&f=1>.
7. Department of Army, Casualty Assistance Officer Guide, Second Edition, Jul 2005,
<http://www.jmc.army.mil/jmc%5Frecman/listings.aspx?p=5&t=Links%20of%20Interest&f=1>.
8. Department of Army, Pamphlet, 690-47, DA Civilian Employee Deployment Guide.
9. MilPer Message Number: 06-317, AHRC-PEZ, Implementing Guidance for New Army Casualty Notification and Assistance Officer Training Modules.
10. JMC Form 690-11, Casualty Feeder/Witness Report, Apr 07.
11. JMC Form 690-12, Notification Worksheet, Apr 07.
12. JMC Form 690-13, Record of Casualty Notification Actions, Apr 07.
13. DA Form 6, Duty Roster; available at
<http://www.army.mil/usapa/>.